

CONSUMER AFFAIRS (16)

GOAL-BASED GOVERNANCE PLAN MISSION, GOALS AND BUDGET SUMMARY

AGENCY MISSION:

The mission of the agency is to provide consumer education and information, enforce ordinances prohibiting fraudulent practices, investigate consumer complaints, and grant, revoke or approve licenses and permits as required by City ordinances. The director is empowered to hold hearings to determine whether or not licenses should be revoked, to subpoena witnesses, administer oaths, take testimony and promulgate rules for the department's procedures. The Weights and Measures Division is responsible for sealing taxicab meters and halting overweight trucks.

Our education mission is carried out through the publication and distribution of pamphlets, articles and newsletters. Information is disseminated through public speaking, lectures, classes, media announcements and individual replies to questions that come in by phone or mail. License investigators check business outlets to determine that fees are collected, and assist new business operators in obtaining necessary permits and licenses.

AGENCY GOALS:

1. Eliminate unnecessary procedures.
2. Target fraudulent operations which place legitimate businesses at a disadvantage.
3. Maximize revenue.
4. Enhance consumer safety.

AGENCY FINANCIAL SUMMARY:

2001-02 <u>Requested</u>		2000-01 <u>Budget</u>	2001-02 <u>Recommended</u>	Increase (Decrease)
\$ 2,232,527	City Appropriations	\$ 1,885,286	\$ 1,968,762	\$ 83,476
\$ 2,232,527	Total Appropriations	\$ 1,885,286	\$ 1,968,762	\$ 83,476
\$ 2,016,740	City Revenues	\$ 1,958,000	\$ 2,016,740	\$ 58,740
\$ 2,016,740	Total Revenues	\$ 1,958,000	\$ 2,016,740	\$ 58,740
\$ 215,787	NET TAX COST:	\$ (72,714)	<u>\$ (47,978)</u>	\$ 24,736

AGENCY EMPLOYEE STATISTICS:

2001-02 <u>Requested</u>		2000-01 <u>Budget</u>	4-1-01 <u>Actual</u>	2001-02 <u>Recommended</u>	Increase (Decrease)
<u>26</u>	City Positions	<u>24</u>	<u>23</u>	<u>25</u>	<u>1</u>
26	Total Positions	24	23	25	1

ACTIVITIES IN THIS AGENCY:

	2000-01 <u>Budget</u>	2001-02 <u>Recommended</u>	Increase (Decrease)
Consumer Advocacy	\$ 923,549	\$ 1,035,360	\$ 111,811
Licenses, Permits, Weights and Measures	\$ 961,737	\$ 933,402	\$ (28,335)
	\$ 1,885,286	\$ 1,968,762	\$ 83,476

CONSUMER AFFAIRS (16)

GBG CONSUMER ADVOCACY ACTIVITY INFORMATION

ACTIVITY DESCRIPTION: CONSUMER ADVOCACY

The mission of the Consumer Advocacy section is to provide consumer education and information, plan consumer seminars and programs and alert the public to consumer frauds. Education is conveyed through the publication and distribution of pamphlets, articles and newsletters. Information is disseminated through public speaking, lectures, classes, media announcements and replies to individual questions that come by phone or mail.

ACTIVITY GOALS:

1. Enhance consumer safety by prompt responses to complaints.
2. Increase output of educational material.
3. Expand our information resource library and make it more accessible to the public.

MAJOR INITIATIVES:

The Department has expanded information on its web site and placed our complaint form on-line, additional information includes how to file and other consumer links for consumer protection.

PLANNING FOR THE FUTURE:

We will continue to expand on relationships formed with the Attorney General's Office, the Better Business Bureau, AARP, and the Federal Trade Commission.

CONSUMER AFFAIRS (16)

GBG CONSUMER ADVOCACY MEASURES AND TARGETS

Goals: Measures	1998-99 Actual	1999-00 Actual	2000-01 Projection	2001-02 Target
Enhance consumer safety by prompt responses to complaints:				
Complaints investigated	1,000	750	900	1,000
Dollar savings to consumers	N/A	\$300,000	\$350,000	\$375,000
Number of complaints resolved	900	600	800	900
Expand information resources and make them more accessible to the public:				
Pamphlets written and distributed	N/A	113,000	115,000	117,000
Activity Costs	\$759,868	\$798,235	\$923,549	\$1,035,360

CITY OF DETROIT
Consumer Affairs
Financial Detail by Appropriation and Organization

Consumer Affairs Office Of Executive Mar Consumer Advocacy	2000-01 Redbook		2001-02 Dept Final Request		2001-02 Mayor's Budget Rec	
	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT
<i>APPROPRIATION</i>						
<i>ORGANIZATION</i>						
00239 - Consumer Advocacy						
160010 - Consumer Affairs Office Of Executive	5	\$747,815	5	\$947,374	5	\$853,213
160020 - Consumer Advocacy	3	\$175,734	4	\$223,801	3	\$182,147
APPROPRIATION TOTAL	8	\$923,549	9	\$1,171,175	8	\$1,035,360
ACTIVITY TOTAL	8	\$923,549	9	\$1,171,175	8	\$1,035,360

CITY OF DETROIT
Budget Development for FY 2001 - 2002
Appropriations - Summary Objects

	2000-01 Redbook	2001-02 Dept Final Request	2001-02 Mayor's Budget Rec
AC0516 - Consumer Advocacy			
<i>A16000 - Consumer Affairs Department</i>			
SALWAGESL - Salary & Wages	360,290	450,904	428,450
EMPBENESL - Employee Benefi	172,957	220,115	213,013
PROFSVCSL - Professional/Con	240,000	342,000	240,000
OPERSUPSL - Operating Suppli	15,980	15,980	15,980
OPERSVCSL - Operating Servic	119,555	122,909	120,150
CAPEQUPSL - Capital Equipmei	5,000	6,000	6,000
OTHEXPSSL - Other Expenses	9,767	13,267	11,766
<i>A16000 - Consumer Affairs Departme</i>	<i>923,549</i>	<i>1,171,175</i>	<i>1,035,360</i>
AC0516 - Consumer Advocacy	923,549	1,171,175	1,035,360
Grand Total	923,549	1,171,175	1,035,360

CONSUMER AFFAIRS (16)

GBG LICENSES, PERMITS, WEIGHTS AND MEASURES ACTIVITY INFORMATION

ACTIVITY DESCRIPTION: LICENSES, PERMITS, WEIGHTS AND MEASURES

This Activity houses the Business Licenses Center and the Weights and Measures Division of the Department. The Business License Center of the Consumer Affairs Department is primarily responsible for new and renewal applications for general business licenses, taxicab bonds and license. Additionally, this division is responsible for collection of delinquent license fees and identifying new licensed businesses. The Weights and Measures Division of the Consumer Affairs Department has as its primary responsibility inspecting large trucks. This includes axle weighing, checking for proper securement of loads; checking size, length and width. Also, this division is responsible for all taxicab meter sealing and monitoring the condition of taxicabs. Because of the activity of this division, the City realizes an annual revenue in excess of \$400,000 for street use permits.

ACTIVITY GOALS AND OBJECTIVES:

1. Provide efficient, quality and user friendly service.
 - Ongoing staff training.
2. Create monitoring process for tracking delinquency collections.
 - Complete computerized taxicab record system.
3. Improve turnaround time for issuing licenses.
 - Have on going dialog with point persons in other departments on improving the approval process.
 - Maintain easily accessible data by maximizing use of newly acquired technology.
 - Provide accurate, courteous counseling to persons interested in applying for new license.
4. Achieve and exceed present quota of truck inspection.
 - Staff training.
 - Maintain easily accessible data and reports.
 - Improvement of weighing process.
 - Increase revenue by proposing increase in fine for violators.
5. Enhance taxicab inspection program.
 - Staff training.
 - Computerize taxicab records.
 - Maintain easily accessible data and reports.
 - Increase revenue by proposing increase in fine for violators.

MAJOR INITIATIVES:

All the business license ordinances have been reviewed and recommendations have been made to the Law Department, that some licenses should be changed from a yearly expiration to a two-year cycle.

We have worked with the Law Department in upgrading and amending parking, weights and measures, and the amusement ordinances.

PLANNING FOR THE FUTURE:

In the near future, our strategic plan includes implementing a new computer system in the Business License Center.

We are also working with ITS to computerize taxicab bonding and meter sealing information for the Weights and Measures Division.

ITS is also helping us explore the possibility of scanning old documents to minimize the need for storage space, which will also allow for retrieval and tracking of information.

CONSUMER AFFAIRS (16)

GBG LICENSES, PERMITS, WEIGHTS AND MEASURES AND TARGETS

Goals: Measures	1998-99 Actual	1999-00 Actual	2000-01 Projection	2001-02 Target
Provide efficient, quality and user-friendly service: Number of unlicensed businesses identified	450	450	450	450
Create monitoring process for tracking delinquency collections: Delinquent collections recovered	50%	50%	50%	60%
Improve turnaround time for issuing licenses: Business licenses issued	38,681	45,000	45,000	45,000
Achieve and exceed present quota of truck inspection: Truck inspections	1,100	1,500	1,500	1,500
Enhance taxicab inspection program: Taxi meters inspected	1,500	1,500	1,600	1,600
Activity Costs	\$715,017	\$825,370	\$961,737	\$933,402

CITY OF DETROIT
Consumer Affairs
Financial Detail by Appropriation and Organization

Licenses & Permits	2000-01 Redbook		2001-02 Dept Final Request		2001-02 Mayor's Budget Rec	
	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT
<hr/>						
<i>APPROPRIATION</i>						
<i>ORGANIZATION</i>						
00404 - Licenses, Permits, Weight, Measures						
160030 - Licenses & Permits	12	\$757,663	12	\$757,874	13	\$719,942
160040 - Weights & Measures	4	\$204,074	5	\$303,478	4	\$213,460
APPROPRIATION TOTAL	16	\$961,737	17	\$1,061,352	17	\$933,402
ACTIVITY TOTAL	16	\$961,737	17	\$1,061,352	17	\$933,402

CITY OF DETROIT
Budget Development for FY 2001 - 2002
Appropriations - Summary Objects

	2000-01 Redbook	2001-02 Dept Final Request	2001-02 Mayor's Budget Rec
AC1016 - Licenses, Permits, Weights and Mea			
<i>A16000 - Consumer Affairs Department</i>			
SALWAGESL - Salary & Wages	500,525	517,947	540,978
EMPBENESL - Employee Benefi	240,663	253,522	272,746
OPERSUPSL - Operating Suppli	17,028	17,028	17,028
OPERSVCSL - Operating Servic	97,021	103,355	97,151
CAPEQUPSL - Capital Equipmei	106,500	169,500	5,500
<i>A16000 - Consumer Affairs Departme</i>	<i>961,737</i>	<i>1,061,352</i>	<i>933,402</i>
AC1016 - Licenses, Permits, Weights and	961,737	1,061,352	933,402
Grand Total	961,737	1,061,352	933,402

CITY OF DETROIT
Budget Development for FY 2001 - 2002
Appropriation Summary - Revenues

	1999-00 Actuals	2000-01 Redbook	2001-02 Dept Final Request	2001-02 Mayor's Budget Rec	Variance
A16000 - Consumer Affairs Department					
<i>00404 - Licenses, Permits, Weight, Measures</i>					
411100 - Business Licenses	1,136,220	1,470,000	1,514,100	1,514,100	44,100
412180 - Other Licens, Perm-Stre	676,252	482,000	496,460	496,460	14,460
413190 - Weights & Measures In	780	6,000	6,180	6,180	180
<i>00404 - Licenses, Permits, Weight, Me</i>	<i>1,813,252</i>	<i>1,958,000</i>	<i>2,016,740</i>	<i>2,016,740</i>	<i>58,740</i>
A16000 - Consumer Affairs Department	1,813,252	1,958,000	2,016,740	2,016,740	58,740
Grand Total	1,813,252	1,958,000	2,016,740	2,016,740	58,740

CITY OF DETROIT
MAYOR'S 2001/2002 RECOMMENDED BUDGET

Consumer Affairs Department

Appropriation	REDBOOK FY	DEPT REQUEST	MAYORS FY
Organization	2000 2001 FTE	FY 2001 2002 FTE	2001 2002 FTE
Classification			
00239 - Consumer Advocacy			
160010 - Consumer Affairs Office Of Executi			
Director - Consumer Affairs	1	1	1
Dep Director -Consumer Affairs	1	1	1
Principal Clerk	1	1	1
Executive Secretary I	2	2	2
Total Consumer Affairs Office Of Executive M	5	5	5
160020 - Consumer Advocacy			
Prin Soc Plan and Dev Splst	1	1	1
Consumer Complaint Investigato	1	2	1
Senior Typist	1	1	1
Total Consumer Advocacy	3	4	3
Total Consumer Advocacy	8	9	8
00404 - Licenses, Permits, Weight, Measures			
160030 - Licenses & Permits			
Sr Comm and Res License Invest	1	1	1
Comm & Res Lic Investigator	2	2	2
Head Clerk	1	1	1
Principal Clerk	2	2	3
Senior Clerk/Teller	3	3	3
Senior Clerk	2	2	2
Clerk	1	1	1
Total Licenses & Permits	12	12	13
160040 - Weights & Measures			
Sprv Weights & Measures Insp	1	1	1
Weights & Measures Inspector	3	4	3
Total Weights & Measures	4	5	4
Total Licenses, Permits, Weight, Measures	16	17	17
Agency Total	24	26	25